

Retiree Important Contact Listing

Workforce Services Department

(Enrollment & coverage questions)

City Tower, Seventh Floor

101 S. Mesquite St., Suite 790 ▪ 817-459-6869

www.arlingtontx.gov

Financial Services Department

(Billing & payment questions)

City Tower, Eighth Floor ▪ 817-459-6263

<u>Vendor/Plan</u>	<u>Member Service Phone Number</u>	<u>Hours of Operation</u>	<u>Website</u>
United Healthcare (Medical) Customer Service Core & Plus Plans Value Plan (Definity)	1-866-844-4864 1-866-314-0335	6 a.m. - 6 p.m. (Monday - Friday)	www.myuhc.com
AARP HealthCare Options Pre-Enrollment Questions Customer Service	1-800-392-7537 1-800-523-5800	6 a.m. - 10 p.m. (Monday - Friday) 8 a.m. - 4 p.m. (Saturday)	www.aarphealthcareoptions.com
Secure Horizons Medicare Advantage Plan Pre-Enrollment Questions Customer Service	1-800-610-2660 1-888-867-5548	8 a.m. - 8 p.m., 7 days a week	www.uhcretiree.com
UHC Medicare Part D Rx Questions Prior to Enrollment Customer Service	1-888-556-6648 1-888-867-5562	24 hours a day, 7 days a week	www.unitedmedicarerx.com
Met Life (Dental) Dental DHMO Options PPOs	1-800-942-0854 1-800-942-0854	7 a.m. - 10 p.m. (Monday - Friday)	www.metlife.com/mybenefits
EyeMed (Vision) Customer Service	1-866-299-1358	7 a.m. - 10 p.m. (Monday - Saturday) 10 a.m. - 7 p.m. (Sunday)	www.eyemedvisioncare.com
United Healthcare Optum Health Bank (Health Savings Account)	1-800-791-9361	8 a.m. - 6 p.m. (Monday - Friday)	www.myuhc.com
United Healthcare EAP Employee Assistance Plan Care24 Customer Service	1-888-887-4114	24 hours a day	www.myuhc.com OR www.liveandworkwell.com
Texas Municipal Retirement System (TMRS) Customer Service	1-800-924-8677	8 a.m. - 5 p.m. (Monday - Friday)	www.tmrs.com